

GUIDELINES

GLENDALE FIRE DEPARTMENT CRISIS RESPONSE OBSERVATION RIDE PROGRAM

This guideline establishes the procedures for Glendale Fire Department's Crisis Response (GFD, CR) observation ride program with CR crews for emergency and non-emergency activities. Observers will be asked to review a copy of these "guidelines" and agree to all the stipulations herein. Failure to agree to and abide by any of these terms will result in immediate denial/termination of ride-along privileges.

I. Definition

A. An "observation ride" shall be any person riding with a Crisis Response (CR) crew, who is not a Glendale Fire Department paid staff member.

II. Requirements

A. A person wishing to participate in the *Observation Ride Program*, must be a minimum of 21 years old, and complete steps 1-10 before being able to schedule an observation ride with a CR crew. If an applicant fails to complete all the required steps as stated on the Observation Ride Program web site, the applicant will not be schedule for an observation ride nor an interview.

PRE OBSERVATION RIDE

- When all requirements (steps 2-10) are completed, the *Observation Packet* is to be emailed, mailed or dropped off for consideration and approval to the Glendale Fire Department Administration Office, *Crisis Response*, located at 6829 N. 58th Dr., Glendale, AZ 85301
- No person shall ride without having first completed and submitted the *Observation Packet*.
- The Crisis Response Coordinator will assign the "Observation Ride Applicant" to a CR crew, and will coordinate times and dates with the observer.
- The *Observation Ride Program* will operate between 0800-2000 hours, seven days a week.
- Failure of the observer to arrive at the scheduled time may result in loss of ride-along privileges. Observers will arrive at the station no later than 7:30 AM.
- Only one (1) observer per shift will be scheduled at a time.
- Observers will be under the supervision of the CR crew at all times; and the observation ride's privileges may be suspended or terminated immediately at the Crisis Response Coordinator's discretion.
- Observers shall check in with the assigned CR crew immediately upon arriving at the assigned station. Observers shall comply with all directions from Fire Department personnel while in the station. If directions are in conflict, the direction from the Crisis Response Coordinator shall be followed.
- GFD CR reserves the right to deny observation ride privileges to any person whose conduct and/or appearance is or becomes a detriment to the Department.

On Shift Requirements

Observer Requirements for Clothing

- Pants (black, navy blue). Skirts or shorts are **NOT** permitted.

- Collared shirts.
- A hat is recommended as crews frequently operate outdoors for extended periods
- of time
- **No clothing or hats with advertising or promotional logos will be permitted.**
- Footwear
 - Dark colored heavy shoes or boots
 - Sneakers, tennis or running shoes are permitted
 - No sandals, no open toe, no heels.

Observation Requirements for Grooming

- Hair must be kept clean and groomed
- Facial piercing are not allowed on shift
- No dangling jewelry will be allowed on shift

On Scene Requirements

- Observers are only allowed to observe operations and shall not participate with, or be a working member of, the responding crew(s), except for special situations approved by a supervisor, who will then be responsible for the actions of the observer. However, allowing the observer to participate with the crew does not make the supervisor or the District liable for any harm to the rider.
- Observers are to be instructed by the CR crew in patient confidentiality and are not to discuss details of the patient's care (or even non-medical personal details) with anyone involved in that patient's care.
- Observers must be able to function in such a way as not to encumber or impede the crew's operations or ability to respond or perform their duties in any way.

III. Day of the Ride-A-Long

Arriving Time to the Fire Station

- Please arrive at **0730** to observe Fire Personnel's morning routine at the Fire Station, become familiar with the apparatus, the equipment and its location on the truck.

What to do Upon Arrival

- Upon arrival, **please ask for the CR crew.**
- He/she will brief you on your role, introduce you to the personnel in the station and let them know you are an Observer/Ride-A-Long and who you will partner with for the day.

Personnel Morning Routine at the Fire Station

- At 0730, CR crews are doing "shift change"; the Pm crew is informing the oncoming (AM) crew how their shift went, as well as if the van has any needs, and the AM crew will start their equipment check and van check.

Meals

- Observers may bring food or eat with the crew. If you bring your own food, you **MUST** put your name on it. Crew members, who participate in the group meals, each contribute \$5 per meal, \$10 per day.
- After lunch and dinner, the tables are picked up and dishes are cleaned.

- As part of the crew, you may be asked to assist with cleaning up after meals or other station duties.

Emergency Situations

- Your safety and potentially ours is dependent on us knowing where you are at all times.
- If we cannot find you, we assume you are lost and/or injured, and manage the incident accordingly.

Responding with the Crew

- Seat belts must be worn at all time when the vehicle is in motion.
- Always wear a safety vest, gloves, and eye protection when leaving the van
- Observers will sit in the backseat
- Follow the direction of the CR crew members for your safety.
- For auto accidents and non-EMS calls (including fire calls), you must wear a safety vest and stay in the apparatus until directed otherwise by the CR crew.

DO NOT'S

DO NOT operate any mechanical equipment (this includes the MCT).

DO NOT operate, drive, or move any GFD apparatus or unit

DO NOT enter the HOT ZONE (NEAR FIRE).

DO NOT work beyond your comfort level.

DO NOT work outside the direction of the CR crew.

MUST

Always wear your seat belt.

Follow the instructions of fire personnel.

Obtain permission and brief before leaving station for the day.

CANCELLING or ARRIVING LATE

Please contact the Crisis Response Coordinator on call. If no answer, please leave a message.

Observer's Printed Name: _____

Observer's Signature: _____

Date: _____